



# Garrison Command Newsletter

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Published by the Strategic Planning Office, Bldg 1001 Rm W316, ATTN: Cathy Davis, 618-7357

## **MISSION**

U.S. Army Garrison provides and maintains the installation infrastructure to:

- support power projection and training of III Corps units/soldiers;
- provide a quality living and working environment for soldiers, families, retirees, and authorized civilians;
- sustain an effective partnership with our surrounding communities;
- and support the III Corps / Fort Hood transformation process.

## **VISION**

The Army's model power projection platform, training installation, and community. A great place to train, work, and live.

## ***ACAP Center***

The ACAP Center has moved from Bldg 126 to the new Soldier Service Center, Bldg 18010, B309 (third floor B wing), located at Battalion Ave and Hood Road. Please call 288-ACAP or 288-JOBS for information. Workshops will continue to be held in the old ACAP Center complex behind the Rivers Building. Ensure that you have the correct information before reporting for appointments. We appreciate the community's patience as we make this transition to our new home. (AG)

## ***ACS- Employment Readiness Branch***

The mobile military lifestyle can restrict a military spouse's opportunities for employment and career advancement. Finding satisfactory employment and achieving career goals in the midst of frequent relocations to economically and geographically diverse duty stations requires job search skills and career planning.

The ACS Employment Readiness Branch (ERB) provides assistance to military spouses. Services include:

- Job Search Assistance
- Career Counseling and Coaching
- Centralized Job Bank
- Resume/Job Application Development
- Employment Education and Training Workshops

Visit the Fort Hood ERB office at Bldg 4220, South 77th Street. Hours of operation are Monday through Friday 0730 to 1630 except federal holidays. (DCA)

## ***Baldrige/APIC Writing***

The Strategic Planning Office will host a Baldrige/Army Performance Improvement Criteria (APIC) Writing Seminar 1- 2 May 2003. The seminar is designed to assist organizations in preparing an organizational self-assessment (OSA), and will be conducted in phases to help organizations determine the degree of assistance they need to prepare an OSA. Practical exercises will be used to ensure understanding and optimize learning. A background in applying Baldrige/APIC is a prerequisite for this Seminar.

The objectives of the Seminar will be to:

- Share experiences of how to write a sound application
- Discuss how to use storyboarding to improve the submission of an OSA
- Give examples of how to address the major components of Baldrige/APIC
- Discuss how to maximize your efforts and ensure proper linkage.
- Integrate each section.
- Exhibit how to show results in a positive manner.

Mr. Mac McGuire will instruct this seminar. He has successfully written and edited more than 50 Baldrige applications, locally and internationally, within the Department of Army. He has served as an Examiner/Judge with the former Greater Austin Quality Council, Examiner/Judge with the Texas Award for Performance Excellence, and Examiner/Team Leader for the Department of Army Army Communities of Excellence (ACOE) competition.

The location of this training is TBD. Training capacity is 35 students and spaces will be offered to Garrison employees first. Any spaces that cannot be filled from the Garrison will be made available to employees from other installation activities. (SPO)



## ***Nominations Due 8 April for The Commanding General's Quarterly Hood Hero Awards Luncheon***

Nominations for the 29 Apr Hood Hero Awards Luncheon are due to the Strategic Planning Office no later than close of business 8 Apr. Forms may be found in the Garrison Public Folders/Awards & PR/Hood Hero.

This program is unique in that anyone of any rank or position can nominate anyone of any rank or position. These nominations do not have to come from management. So if you know of a deserving individual or team, complete a form and forward to the Strategic Planning Office, Distribution Stop 33 or via email to Cathy Davis or Eloise Soliz.

The menu for this quarter's luncheon which will be held at the Fort Hood Officers' Club, 1130-1300, is Schnitzel w/Hunter Sauce, Home Fries, Green Bean Almandine, Hot Rolls, Iced Tea, Coffee, and Water.

Tickets are \$7.00 and may be purchased at the Strategic Planning Office, Bldg 1001, Rm W316.

Questions should be directed to the Strategic Planning Office, Cathy Davis, 618-7357 or Eloise Soliz, 287-6372. (SPO)

### ***Army Family Team Building Instructors Wanted***

Are you looking for something fulfilling to do? Come and join us for Army Family Team Building Instructor Training on the 16<sup>th</sup>, 17<sup>th</sup> & 18<sup>th</sup> of April from 0900-1400 at the Lane Volunteer Center, Bldg 16005, corner of Hood & Old Ironsides. Instructor Teach-back will be on the 21<sup>st</sup> of April from 0900-1200. Come and put your skills to use teaching others about Army life. Childcare will be provided free of charge. Please register by calling the AFTB office at 286-6600. (DCA)

### ***Volunteers Wanted for Army Family Team Building***

Would you like to help out in our military community but don't want to teach? Not a problem. We have a position for you with AFTB. This is a very important time to promote the benefits that can be gained by taking AFTB. We need your help to get the word out to our Fort Hood Families. We also have a variety of volunteer positions that need to be filled. From program managing and administrative work to coordinating classes, we have a spot for you on our team. Come be part of the resource that is rich in the spirit of volunteering. For more information, please call 286-6600 or stop by the Lane Volunteer Center, Bldg 16005, corner of Hood & Old Ironsides. (DCA)

### ***Productivity Enhancement Program Newsflash***

The Garrison Command Strategic Planning Office received a total of fifteen PEP Projects this year! Thirteen projects were forwarded to

FORSCOM ahead of schedule! Two were withdrawn and re-routed to appropriate programs.

We invited the entire installation (OMA funded activities) to participate this year, and here's who came up with great ideas: Eight from Garrison activities, 4 from tactical units, and 3 from III Corps.

PEP proposers are requesting \$701,844 to fund projects that would result in a whopping estimated savings of \$10,331,422!

Folks across Fort Hood sent in great ideas, and where needed, SPO helped articulate them and helped with the math needed to show savings accurately. Here are excerpts of input from PEP proposers:

*"We are really excited at the prospect of this opportunity and towards making a difference."*

*"Looks good.... you do excellent work....thanks again."*

*"I appreciate you taking the time to assist us with this and we are very excited at the prospect of contributing to making the Army better. It is not often that this opportunity is given to lower echelon soldiers!"*

*"Partnership and team efforts are great, aren't they! Appreciate all the help and I will keep my fingers crossed that we are funded. Thanks."*

The PEP program is a great idea. We have already sent DA an e-mail asking them to line up lots of money for all the good ideas headed their way from Fort Hood!

For more information on the PEP program, contact Mrs. Kathy McPherson, Strategic Planning Office, 618-7352. (SPO)

### ***Do You Know How Military Service Can Affect Your Civilian Retirement?***

Have you served in the military? Did you know that you might be able to have that time count toward your retirement from the civilian workforce? The process of determining the amount of money you would have to pay to have this active duty time count is called Post-56

Military Deposit because it refers to military service performed after 1956. If the characterization of your military service is honorable and you are currently covered by either the CSRS or FERS retirement systems, you may be eligible to make a deposit for the time you served in the military and have that time credited toward your retirement. This is an important decision in your career and it is important that you make this decision with the best information possible.

The process to determine if it is beneficial for you to pay for this time to be creditable begins with you.

- Review the information on the ABC-C website to determine if you are eligible to pay for this time to be creditable. This can be found by going to the ABC-C Home Page at <https://www.abc.army.mil>. Select Information, then Retirement, then Information. Select either Post-56 Military Deposit-CSRS or Post-56 Military Deposit-FERS depending on your current retirement coverage.
- If you are eligible, complete the form RI 20-97 and mail it to the military finance center identified on the ABC-C website. Prior to mailing the form you will need to attach a copy of your DD Form(s) 214. This form will be returned to you with your estimated earnings while in the military.
- Upon return of the RI 20-97, complete either the SF2803 or SF3108 (depending on your retirement coverage) and forward the forms along with your DD Form(s) 214 to the ABC-C at the address indicated on the website.
- Once the request is received in the ABC-C, a counselor will determine the amount of money required for you to pay for this time to count toward your civilian retirement. The ABC-C will complete an OPM Form 1514 and forward it to DFAS for completion.
- Once DFAS has completed the form, you will receive a response from DFAS indicating the amount of money you are required to pay to have this time count toward

your civilian retirement. There will be payment options on the letter as well.

- Payment of the money to have your military time count is voluntary. Once you receive your response from DFAS, you simply decide whether or not to pay the required amount to get credit for that active duty time to count toward your retirement from the civilian work force. (CPAC)

## ***Army Community Service (ACS) Advocacy and Prevention (A&P) Branch Child Abuse Prevention Month/Month Of The Military Child***

The Blue Ribbon Child Abuse



Prevention Campaign had its early beginnings following the death of a very young child. In 1989, a Virginia grandmother received the devastating news that her beloved grandson had died of injuries inflicted by his parents. In an expression of grief and outrage, this grandmother initiated an action that has given us a symbol around which to rally for the cause of child abuse prevention. She tied a blue ribbon to the antenna of her van in remembrance of her grandson's death. The blue ribbon alerted her community to the tragedy of child abuse. The grandmother's act of love to wear and display a blue ribbon demonstrated her support of child abuse prevention and was embraced by organizations across the country. The Blue Ribbon Campaign continues to be a symbol of Child Abuse Prevention Month.

The Fort Hood Blue Ribbon Campaign will begin on 1 April 03 with the introduction of numerous activities observing National Child Abuse Prevention Month/Month of the Military Child (CAPM/MOMC). Don't forget to look for the Fort Hood CAPM/MOMC Proclamation signed by LTG Thomas F. Metz, Commanding General, displayed throughout installation agencies and organizations. Please call the Family

Advocacy Program (FAP), 286-6774, to request ribbons for your family or work group. Activities are planned throughout the month:

Seeing the world thru the eyes of a child can be a time of fun and excitement. Join us as we celebrate our military children and support activities that will promote their well-being. Help us share this year's theme: ***"Our Country, Our Children, Protecting Them Both"***. There is no cost to participate. Childcare is provided. Registration required. For additional information and date/time of activities, please call the Army Community Service (ACS), A&P Branch Office at 286-6774 (FAP) or 287-6070 (EFMP). (DCA)

## ***Thrift Savings Plan (TSP) "Catch-Up" Contributions Update***

The Thrift Investment Board (TIB) has released Thrift Savings Plan Bulletin 03-4, *Catch-up Contributions for TSP Participants Age 50 and Older*. "Catch-up" contributions potentially provide participants over 50 an opportunity to make up for working years when 401(k)'s and similar savings plans, like the TSP, were not available. TSP catch-up contributions are made on a pre-tax basis and, therefore, may only be made through payroll deductions.

To be eligible to make TSP catch-up contributions you must be:

1. In a pay status
2. Contributing the allowable maximum to TSP
3. Age 50 years old in the year the catch-up contributions are made
4. Not in the six-month non-contribution period following receipt of a financial hardship in-service withdrawal

Currently there are over 20,000 Army civilian employees who meet these eligibility requirements.

Catch-up contributions are not subject to the Internal Revenue Code's elective deferral limits (\$12,000 in 2003). However, catch-up contributions are limited each year as follows:

<u>Year</u>	<u>Maximum Contribution</u>
2003	\$2,000
2004	\$3,000
2005	\$4,000
2006 and thereafter	\$5,000

(Catch-up contributions are not subject to the Open Season rules, and more than one election may be made in any given year, so long as the annual limit is not exceeded.)

The Defense Finance and Accounting System (DFAS) and personnel systems must be adapted to allow for catch-up contributions to be withheld. TSP Bulletin 03-4 states the intention to implement the catch-up contributions program in July 2003 and the effective date as early as the first pay period in August. The implementation date for each Federal agency will, however, be dependent upon adaptation of payroll and personnel systems. If you wish to participate in TSP catch-up contributions, you should begin now to plan for a short time period to have payroll deductions made during 2003 following announcement of an implementation date. For example, if the first pay period TSP catch-up contributions can be withheld is September 26, 2003, you would have seven pay periods for withholdings to meet the \$2,000 maximum contribution for 2003, about \$300 a pay period.

TSP bulletin 03-4 may be viewed on the TSP web site at <http://www.tsp.gov> under the section, Info for Agency Reps. (CPAC)

## ***Federal Civilian Thrift Savings Plan Open Season***

Federal Civilian Thrift Savings Plan (TSP) Open Season is April 15, 2003 – June 30, 2003. During TSP Open Season, employees may start or change the way future contributions are invested in the five different TSP funds. For the year 2003, CSRS employees may contribute up to 8% of basic pay each pay period. FERS employees may contribute up to 13% of basic pay each pay period. The IRS elective deferral limit for 2003 is \$12,000.

Open Season elections may be made via the Army Benefits Center



– Civilian (ABC-C) using the Employee Benefits Information System (EBIS) at <https://www.abc.army.mil> or by calling the Interactive Voice Response System (IVRS) at 1-877-276-9287 or 1-877-276-9833 (TDD Number). Counselors are available through the IVRS from 6:00 AM to 6:00 PM Central Standard Time Monday through Friday (except Holidays)! To speak with a counselor you will need a Personal Identification Number (PIN) or to access ABC-C using EBIS you will need a PIN number and password. Do you have your PIN number and password? Need help getting one? The Support Section at Civilian Personnel Advisory Center (CPAC) will be glad to help you. Please call 288-2059 or 288-2016 to schedule an appointment.

Remember, Open Season changes affect only your future contributions. If you want to make a contribution allocation and/or interfund transfer, you can request it by either the Thrift Savings Plan (TSP) Web site at <http://www.tsp.gov>, the ThriftLine at (504) 255-8777, or by completing the TSP-50, Investment Allocation form and mailing it to the address shown on the form. This form can be obtained from your CPAC. Contribution allocations direct the way your future payroll contributions will be invested. Interfund transfers move existing money from one fund to another. (CPAC)

### ***Peak Performance***

All organizations are designed, whether knowingly or unwittingly, to achieve the results they get. “Peak performance” is achieved when organizational processes focus on the achievement of measurable strategies and continuous improvement. A culture change results when managers and employees have a common understanding of what an organization hopes to accomplish, and the roadmap for getting there. Only then can an organization expect to achieve “peak performance” through shared commitment and cooperation. (SPO)

## **Community Services Council 26 Mar 03 Meeting To Be Televised Channel 10, 1000 & 1900 31 Mar – 5 Apr**

### ***SPO Training***

Army Performance Improvement Criteria (APIC) Distance Learning training was conducted 24 - 28 Mar 03, and produced positive results in supporting strategic planning and Organizational Self Assessment (OSA) efforts at Fort Hood. The training program was sponsored by the Strategic Planning Office (SPO), and the training objective was for students to develop a basic understanding of the APIC criteria. A cross section of 9 managers and staff support employees attended the training.

For more information on APIC and Baldrige, please call Mrs. Vivian Robinson, Strategic Planning Office, 618-7359. (SPO)

### ***Professional Development Institute***

The Central Texas chapter of the American Society of Military Comptrollers (ASMC) and the Fort Hood ACS-RM are sponsoring a mini-Professional Development Institute (PDI) on Tuesday, 8 April 2003, at the Plaza Hotel. Registration begins at 0730 and the PDI will open at 0800 with welcoming remarks. Highlights of the day include presentations from the FORSCOM G8, the Deputy Director of the Southwest Region office in San Antonio, and several other speakers. A motivational speaker will be entertaining during the luncheon.

Door prizes will be awarded, and a money tree will be available for a drawing.

For more information on registration and costs, contact Judy Vanderlip, ACofS, RM-DPW, 288-6495. (ACofS, RM)

### ***ISR Update Number 3***

Our next Installation Status Report (ISR) hurdle will be the 11 April 2003 suspense for ISR Part 1--Infrastructure. The Directorate of

Public Works is finalizing the data and performing analysis of that data now and will present their findings to the Garrison Commander on 9 April 2003, 1100-1200 hours. As a prelude, the Deputy Garrison Commander will receive a prebrief on 7 April 2003, 1530-1630 hours. Both briefings will take place in the Garrison Commander's Conference Room.

Fort Hood's suspense dates for the ISR Part 2 -- Environmental and ISR Part 3 -- Services are continually changing. One change is due to problems with the Environmental Programs software. Another is an anticipated suspense for ISR Services after Southwest Region Office (SWRO) POCs review the data we submitted.

As a reminder, the ISR Environmental reporting software is new and some of the information has to be “top-loaded” by HQDA Environmental office. As of last Friday that information has still not been made available. It is anticipated that the new suspense will be 15 May 2003. Nancy Niemann, Division Chief of Fort Hood's Directorate of Public Works Environmental Division, has been made aware of the problems and will finish Fort Hood's requirements within two weeks once the “top loaded” information is available. Improvements to the reporting tool allow installations to give a factual report of the installation's environmental program's achievements and strengths instead of a program rating based on budget execution. The new software is totally web based; this requires those in the Fort Hood Environmental Office to obtain user names and passwords to enter the program information.

ISR Services data was submitted on 19 March 2003 and is being reviewed by the SWRO program/service managers. As the various service managers finish their review, questions may arise. At that time, we will be given a short suspense to provide clarifying information or to revise what was submitted. This will have to be accomplished in time to allow the SWRO to meet it's suspense to HQ IMA. I thank you all now for your

assistance in meeting this anticipated suspense.

If you have questions regarding the ISR data collection and reporting cycles please contact Robert Easter, Strategic Planning Office, phone 618-7351. (SPO)

## ***Family Readiness Group Classes & Workshops***

Check out these classes offered to assist Family Readiness Group (FRG) Leaders and key FRG members.

Army Community Service, Solider and Family Readiness Branch, Mobilization and Deployment Program offers two classes during each training session in order to speed up the FRG certification process.

**-Creating and Maintaining a Family Readiness Group** - How to start, run, and maintain a Family Readiness Group. Examines the FRG relationship with the unit.

**-Encouraging Participation for Family Readiness Groups** - Discusses some of the major reasons why family members choose not to participate in the FRG and some ways to overcome low FRG participation.

**-Leadership for Family Readiness Groups** - Conduct effective meetings, effective communication, and teamwork. Defining goals for the Family Readiness Group. Assembling key team players.

**-Volunteer Management for Family Readiness Groups** - How to recruit, motivate, and reward volunteers in your FRG. Discusses the importance of volunteer job descriptions.

**-Fundraising for Family Readiness Groups** - A comprehensive overview on the best methods for Fort Hood Family Readiness Groups to raise money. Ideas for fundraising that have worked for other Family Readiness Groups.

**-Treasurer Duties for Family Readiness Groups** - How to open a non-profit organization bank account. Provides information on FRG accounting techniques, reports, audit procedures, and tax-free purchase information.

**-Newsletters for Family Readiness Groups** - How to start a newsletter,

resources available, regulations, and helpful do's and don'ts.

**-Telephone Contact Person Training for Family Readiness Groups** - Learn how to be an effective Family Readiness Group Telephone Contact Person. The contact system for the FRG is the most essential communication network for the organization.

All eight classes are required to receive a certificate of training.

For dates and times of classes, go to the Mobilization/Deployment website at: [www.hoodmwr.com/mobdep.html](http://www.hoodmwr.com/mobdep.html) or call 288-5156 or 288-2794 to register. All classes are held at the Lane Volunteer Center, Bldg 16005, located on the corner of Hood Rd. and Old Ironsides Ave. *Funded childcare is available for pre-registered students for daytime classes only.* (DCA)

## ***Fort Hood Family Housing (FHH)***

In Kouma Village families are enjoying the newly completed village park. Fencing and sod are continuing; however, weather has slowed progress. In Comanche II Village a new playground and fencing are now complete just in time for the Spring/Summer seasons. Montague III new home construction continues. Comanche III new home building slab construction continues although hampered by weather delays. In the revitalization of Comanche II, privacy fencing is complete on 22 units. (DPW)



Village Part in Kouma



New House Construction –  
Montague Village



New Fencing – Comanche II



New Playground – Comanche II



Building Slab Construction –  
Comanche III



## ***ICE - The Year in Review***

The Interactive Customer Evaluation (ICE) project has been active at Fort Hood for one year and is still ongoing. ICE is a web based customer comment card system and remains available for our customers to submit comment on our services and on separate facilities where specialized services are provided. Initially, we had 63 comment cards. That number has grown to 83 different ICE accounts. Growth has been in the Directorate of Public Works (DPW) services, which added 11 new cards, the Directorate of Community Activities (DCA) services, which added 7 new cards, and the Directorate of Logistics, new to the ICE system with 2 new cards. In the year that Fort Hood ICE has been in existence, we have received 560 comment cards with 459 of those indicating satisfactory service. Those comment cards have been spread over our garrison directorates with the Directorate of Community Activities and Contracting Command leading the way with 240 and 213 comment cards respectively.

ICE is becoming the Department of the Army's preferred customer comment system. While I desire that the system would be more popular with our customers, the current level of use indicates we should continue to work the system. We retain the capability to add additional services and facilities. For existing and future ICE cards, comments on services are easy to make. Customers only need access to an Internet capable computer and the Fort Hood Home Page. Cards are easy and quick to fill out and can be accomplished at home, at work, or in many cases at the service location.

ICE provides many advantages over the current mail in version of service comments. The most obvious advantages are:

1. Customer comments are very nearly real time. When a comment card has been sent to the website, an email is sent to the service provider manager, notifying that manager so an investigation into the good or bad service to our customer can be made while the circumstances are still

present or current. This feature makes ICE both convenient and beneficial for customers and managers.

2. The system compiles the statistics of the cards automatically, making comparisons and benchmarking our services easier.

3. There is no cost to Fort Hood to use this system, other than the manpower required to keep track of the comments, statistics, and web page management. This time is very likely less than what is required by the current comment card systems.

4. Service managers may modify comment cards to provide information on specific or special interest areas and can even be used for advertising special events.

Questions about ICE should be directed to Robert Easter, Strategic Planning Office, 618-7351. (SPO)

## ***Something New at Fort Hood!***



### **[2003 Service to America Medals](#)**

**Eligibility: [All Career Civilian Federal Employees \(Individual and Team\)](#)**

*Do you know an exceptional Civil Servant? Odds are you do! Whenever people from around Government visit Fort Hood, they consistently comment at the remarkable levels of dedication, professionalism and capabilities demonstrated by our civilian workforce!*

Good government requires good people. So, the Partnership for Public Service has created [Service to America Medals](#) to honor excellence, and they say thanks with *cash* prizes. Award categories include:

- **Federal Employee of the Year**
- **Career Achievement**
- **Call to Service**
- **Environment, Science and Technology**
- **Homeland Security**
- **Justice**
- **Social Services**
- **Other Specific Fields**

The government employees you work with accomplish amazing things every day, their vital contributions unseen by those they serve. These hard-charging men and women just diligently perform the nation's business without fanfare. Well, *now is the time* to nominate one of these great Fort Hood Civilian Federal employees for the [2003 Service to America Medals](#).

Contact Kathy McPherson today, at the Garrison Commander's Strategic Planning Office, Bldg 1001, Room W316, 618-7352, [Kathryn.McPherson@hood.army.mil](mailto:Kathryn.McPherson@hood.army.mil) for nomination information and assistance.

The Fort Hood nomination period will close on 23 April 2003 at 1700. (SPO)